



HOW TO FILE A COMPLAINT

3600 West Broad Street	Complaints: (804) 367-8504
Richmond, VA 23230	TDD: (804) 367-9753
E-Mail: complaintanalysis@dpor.virginia.gov	Fax: (804) 367-2179
Website: www.dpor.virginia.gov	Hotline for Older Virginians: (804) 367-2178

The Department regulates the following professions and occupations:

ARCHITECT	HAIR BRAIDER	REAL ESTATE
ASBESTOS ABATEMENT	HEARING AID SPECIALIST	REAL ESTATE APPRAISER
AUCTIONEER	HOME INSPECTOR	TATTOOER
BARBER	INTERIOR DESIGNER	TIMESHARE ACT
BODY-PIERCER	LANDSCAPE ARCHITECT	TRADESMEN
BOXER	LAND SURVEYOR	WASTE FACILITY OPERATOR
BRANCH PILOT	LEAD ABATEMENT	WATER/WASTEWATER WORK
CEMETERY	NAIL TECH/SALON/SCHOOL	WAX TECHNICIAN
CONDOMINIUM ACT	OPTICIAN	WETLAND DELINEATOR
CONTRACTOR	POLYGRAPH EXAMINER	WRESTLER
COSMETOLOGIST/SALON/SCHOOL	PROFESSIONAL ENGINEER	
GEOLOGIST	PROFESSIONAL SOIL SCIENTIST	

The Compliance & Investigations Division of the Department of Professional and Occupational Regulation (the “Department”) reviews complaints to determine whether the Department is authorized to process the complaint. The Department will only process complaints against individuals or businesses that are subject to the laws or regulations of regulatory boards within the Department.

TIME FOR FILING A COMPLAINT

Any complaint against a regulant for any violation of statutes or regulations pertaining to the regulatory boards, in order to be investigated by the Department, shall be made in writing, or otherwise made in accordance with Department procedures, and received by the Department within three years of the act, omission or occurrence giving rise to the violation.

Where a regulant has materially and willfully misrepresented any information required by statute or regulations to be disclosed to a complainant and the information so misrepresented is material to the establishment of the violation, the complaint may be made at any time within two years after discovery of the misrepresentation.

(over)

WHAT HAPPENS WHEN YOU FILE A COMPLAINT

The complaint will be reviewed to determine whether a violation of a law or board regulation may have occurred. If the evidence supports a probable violation of a law or board regulation, the complaint will be processed by the Compliance & Investigations Division. The complaint may be resolved informally or investigated further. You may be asked to provide additional information.

If the investigation shows probable cause that a violation occurred, (1) the appropriate regulatory board may take action to require remedial education, impose a fine, suspend or revoke the license, or fail to renew a license, or (2) criminal action may be taken if the individual or business is not licensed. You may be asked to appear in court or at a disciplinary proceeding to provide testimony for the case.

If the investigation does not show probable cause that a violation occurred, the case will be closed. For more information about the disciplinary process, visit our website at www.dpor.virginia.gov.

In some instances, the Department may offer mediation as a means of alternative dispute resolution regarding complaints against licensees. A regulatory board **CANNOT** require any individual or business to refund money, correct deficiencies, or provide other personal remedies. In some cases, a legal action may be your only recourse to resolve a matter. The Department cannot provide legal advice.

In certain cases, you may be eligible to receive funds under the Virginia Contractor/Real Estate Transaction Recovery Acts. For further information, contact the Recovery Fund section at (804) 367-1559, by mail, or visit our website at www.dpor.virginia.gov.

COMPLAINT FORM INSTRUCTIONS

NOTE: *The Department cannot guarantee anonymity. By law, all complaints received by the Department are subject to public disclosure once a case is closed. Therefore, if you wish to file a complaint anonymously, please do not include any personal information on the complaint form or any supplemental documents that reveal your identity. While the Department may accept an anonymous complaint, it will not proceed if it lacks sufficient information to support a regulatory or criminal violation.*

- ✓ Fill in your personal information.
- ✓ Fill in the name, address, and telephone number(s) of the person you are filing a complaint against.
- ✓ Provide a description of your complaint on the attached Complaint Form, using additional pages if necessary. Include as many specific details as possible, such as dates, names of persons involved, etc.
- ✓ Send copies of any documents in support of the complaint (e.g. contract, purchase agreement, warranty information, checks, receipts, invoices, photographs, correspondences, etc.). Do **NOT** send originals.
- ✓ Sign and date the complaint form at the bottom of the page.

Submit the complaint form and additional documents to:

Department of Professional & Occupational Regulation
Compliance & Investigations Division
Complaint Analysis & Resolution
3600 West Broad Street, 5th Floor
Richmond, Virginia 23230-4917
Office Hours: 8:15 a.m. - 5:00 p.m.

The Department considers all complaints important. The processing of the complaint will be conducted in as timely a manner as possible. Many complaints, however, present an immediate threat to public safety and will be given priority. Thank you for your patience during the complaint process.

FOR OFFICE USE ONLY

License No: _____

File No.: _____

Expiration: _____



Complaint Form

(PLEASE PRINT LEGIBLY OR TYPE)

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COMPLAINT FILED BY

Name: _____

Company: _____

(Your company name if filing on behalf of a company)

Mailing Address: _____

City, State, and Zip: _____

Phone: Home _____ Business _____ Cell _____

E-mail Address: _____

Address where problem occurred: _____

City/County: _____

How did you	_____	Newspaper	_____	DPOR publication, speaker, or contact
hear about	_____	TV	_____	Referred by: _____
DPOR?	_____	Radio	_____	Other: _____
	_____	Internet	_____	

COMPLAINT AGAINST

Individual Name: _____

Company: _____

Address: _____

City, State, and Zip: _____

Phone: Business _____ Cell _____ Other _____

Type of License: _____

(over)

Describe the complaint. (Attach additional sheets if necessary.)

Most complaints filed with this Department involve licensees; however, some involve instances of unlicensed activity. Unlicensed activity cases do not fall under the jurisdiction of a regulatory board and become matters that are addressed as criminal issues that may involve compliance and/or prosecution of the criminal offense.

Should the case be deemed worthy of criminal prosecution, are you willing to become involved in the criminal justice process by providing original copies of all relevant documents and appearing in a criminal or circuit court to provide testimony against the defendant?

(Please check one)

☐

Yes

☐

No

I wish to complain about the individual/business named above. I understand that a regulatory board does not have the authority to require a licensee to return money, correct deficiencies, or provide other personal remedies. I further understand that decisions regarding criminal prosecutions are at the discretion of the Department and the Commonwealth's Attorney. I am submitting this information so that it may be determined whether disciplinary or criminal action against this individual or business should be considered. I verify under penalty of law that the information provided is true to the best of my knowledge.

Signature: _____ Date: _____

PLEASE RETURN TO:

Department of Professional & Occupational Regulation
Compliance & Investigations Division
Complaint Analysis & Resolution
3600 West Broad Street, 5th Floor
Richmond, Virginia 23230-4917

OR

Email: complaintanalysis@dpor.virginia.gov

OR

Fax: (804) 367-2179

CONTACT INFORMATION

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Occupational Regulation
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